



**eXPD8 ensures security for  
over 2,200 remote devices  
utilizing **Mobile Device  
Manager Plus****

# Overview

**Company :** eXPD8

**Industry :** Marketing

**Location :** United Kingdom and Republic of Ireland

**Mobile devices managed :** 2,200

Established in 2003, eXPD8 provides professional, high-quality retail support services for leading brands in retail outlets throughout the United Kingdom and the Republic of Ireland. Its retail support services include compliance audits, retail intelligence, product merchandising, promotional set-ups, relays and refits, ordering, stocktaking, and product returns.

eXPD8 employs over 60 people in the central office in Bristol, England, and has a remote workforce of over 2,500 across the UK and Republic of Ireland. Every member of the field team is equipped with a Samsung or Lenovo tablet to provide quality service effectively and consistently.

# Business Challenge

Managing over 2,200 remote devices dispersed across the UK was the challenging task that Peter Bailey, the director and co-founder of eXPD8, and Joe Edgell, his IT support coordinator, needed to tackle.

With the organization's requirements in mind, Bailey and his IT team sought a mobile device management (MDM) solution that addresses their existing IT challenges. First, is empowering their workforce with devices that are pre-configured with all the required apps and resources.



Our in-house apps are quite sophisticated and handle a major chunk of our business operations. It's important for us to install and pre-configure these apps before handing the devices over to our workforce.

**Peter Bailey**

Director and co-founder of eXPD8

Once the devices are configured with the required apps and resources, strengthening the security of the devices is paramount for safeguarding critical company and customer data on the devices.



Corporate data security is our foremost priority. We need to ensure the devices are configured only with the required apps and content, while ensuring access to other apps, settings, and device functionalities is restricted.

**Joe Edgell**

IT support coordinator

Third, since these devices play a crucial role in the day-to-day functioning of the organization and are mainly deployed remotely, Bailey and his IT team needs to ensure near zero-downtime by offering remote support to their employees for any device-specific issues.

Since these devices frequently change hands in the field, the final challenge is regularly monitoring the current locations to ensure devices are not lost or stolen. In case a device is lost or stolen, the corporate data should be kept out of the hands of unauthorized users.

# Solution

The IT team at eXPD8 already had SOTI MobiControl in place for managing their devices, but due to concerns such as the clunky interface and inflexibility in the licensing model, they decided to make a switch to a more comprehensive, easy-to-use and intuitive MDM solution.



We carefully evaluated a few MDM solutions in the market that would meet our company's needs. ManageEngine Mobile Device Manager Plus' modern and simple UI, and a host of other essential features, tipped the scale in its favor.

**Peter Bailey**

Director and co-founder of eXPD8

## 01 Over the air deployment of apps and Kiosk Mode

eXPD8 relies heavily on tablets to achieve its business objectives. The IT team uses Mobile Device Manager Plus to remotely deploy the company's in-house apps and other critical collaborative resources that are essential for providing a tailored service to its customers. eXPD8 also enables Kiosk Mode on its devices to prevent users from accidentally accessing unauthorized apps, settings, or device functionalities.



Once we enroll all our corporate devices in bulk, Mobile Device Manager Plus seamlessly distributes all the required Play Store and in-house apps on the devices.

**Joe Edgell**

IT support coordinator

## 02 Data security policies and configurations

eXPD8's employees deal with a wealth of data on a daily basis, making corporate data security indispensable. By remotely enforcing corporate data security policies and configurations on the managed mobile devices, Bailey and his IT team safeguard their customers' data and negate the risk of any data leak.



Since our employees deal with critical corporate data, we disable settings such as corporate data sharing and factory reset to protect the data stored on these tablets.

**Joe Edgell**

IT support coordinator

### 03 Remote troubleshooting

With the help of Mobile Device Manager Plus, the eXPD8 IT team can remotely access devices to assist users with any issues that could lead to downtime. In case of critical issues, they can take complete control of the devices and execute remote commands on the device to resolve the problem.



There have been instances where users reach out to us after they've forgotten the device passcode, and Mobile Device Manager Plus enables us to reset the passcode remotely with a click of a button.

**Joe Edgell**

IT support coordinator

## 04 Location tracking

With all their employees working on the go, the IT team at eXPD8 uses Mobile Device Manager Plus to closely monitor the current locations of all the devices, and prevent the devices from being lost or stolen. In case a device is reported lost or stolen, the corporate data can be remotely wiped from the device.



With Mobile Device Manager Plus, we know where each of our devices is at all times. It's easy to locate and view all the devices on the single map view available on the console.

**Peter Bailey**

Director and co-founder of eXPD8

## 05 Product assistance and support

While managing their devices using Mobile Device Manager Plus, Peter and his IT team can easily reach out to the Mobile Device Manager Plus support technician using the live support chat option.



Whenever I need any assistance, the Mobile Device Manager Plus support team is just one click away. I am connected to a support representative within minutes or sometimes even less than that.

**Peter Bailey**

Director and co-founder of eXPD8



# Business Impact



We have been using Mobile Device Manager Plus for over three years now and have effectively secured all our remote tablets. It takes the pain out of deploying apps and quite efficiently handles all our business requirements.

**Peter Bailey**

Director and co-founder of eXPD8